



COLORADO

Department of Health Care
Policy & Financing

Child Health Plan *Plus* (CHP+) Quarterly Report

*Fourth Quarter (Q4) of SFY 2015
(April 1 through June 30, 2015)*

Caseload Averages for CHP+

Average monthly CHP+ children covered in Q4 = 53,143

Average monthly CHP+ prenatal members covered in Q4 = 629

Average pre-HMO members covered in Q4 = 2,764

Total Presumptive Eligibility members for Q4 = 892

Managed Care Organizations (MCOs)

CHP+ currently contracts with five managed care organizations (MCOs) for medical services: Colorado Access, Colorado Choice, Denver Health, Kaiser Permanente, and Rocky Mountain Health Plans. All counties in the state of Colorado have at least one MCO, 26 counties have 2 or more MCOs, and 7 counties have 3 MCO choices for CHP+ members.

New Member Welcome Calls – State Managed Care Network

In an effort to help identify new members with high-risk healthcare needs, Colorado Access, the State's CHP+ administrative services organization (ASO) for the State Managed Care Network (SMCN), makes outbound calls to all newly enrolled prenatal members on a weekly basis. Although not a contract requirement, Colorado Access believes this is a good first step in helping members understand their new plan, offer an opportunity for members to ask questions and identify those members who need additional services from a care manager. While Colorado Access is not able to reach all members, it makes one call attempt to every member. If there is no answer, Colorado Access leaves a message for the member with a return phone number. When a member calls back, the SMCN is able to offer services through their prenatal care management

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
www.colorado.gov/hcpf



program including helping them find an OB, make appointments, identify risk factors, and link them up with community resources.

Colorado Access attempted to contact 236 new prenatal members for the SMCN during this reporting quarter. Of those total calls, Colorado Access reached 84 members and left 87 messages. Sixty-five members were not able to be reached and fell into the category of "other." The category of "other" represents disconnected numbers, wrong numbers, no answer no voicemail and termed members.

All 84 members who were contacted, and the 7 members who called back, completed the Health Risk Assessment and initiated the Care Management Prenatal Program.

Health Risk Assessments – State Managed Care Network

A total of 236 health risk assessments (HRA) were mailed to all new prenatal members and 100 calls were made. A total of 73 members completed the HRA either by mail or phone for a total response rate of 30.9%. The following chart shows the HRA response rates from the most recent five quarters. It is clear that the success rate for phone responses is higher than the mail response rates. Efforts are being made to increase telephonic outreach. The SMCN care management is being restructured and staffing will increase.

| SMCN | SFY14 Q4 | SFY15 Q1 | SFY15 Q2 | SFY15 Q3 | SFY15 Q4 |
|--------------------------------------|----------|----------|--------------|--------------|--------------|
| Total # HRA's Mailed | 262 | 281 | 298 | 252 | 236 |
| Total # Returned | 23 | 37 | 6 | 15 | 11 |
| % Mail Response Rate | 8.8% | 13.2% | 2.0% | 6.0% | 4.7% |
| Total Telephonic HRA Attempts | | | 162 | 248 | 100 |
| % Phone Response Rate | | | 87 | 150 | 62 |
| % Phone Response Rate | | | 53.7% | 60.5% | 62.0% |
| % HRAs Completed | | | 31.2% | 65.5% | 30.9% |

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.

www.colorado.gov/hcpf



CHP+ MCOs Participating in the Early Intervention Services Program

- The CHP+ program continues to partner with the Colorado Office of Early Childhood to ensure those CHP+ members who need additional support, receive services through the early intervention (EI) program. The EI program provides developmental supports and services for children, birth through two years of age, who have special developmental needs. CHP+ MCOs participate by contributing funds in the Early Intervention Services Trust (EIST).
- All CHP+ MCOs with a commercial line of business participate in the EIST.
 - The Early Intervention Services Trust runs according to the calendar year. From January through June 2015, CHP+ MCOs contributed funds to the EIST to support 69 children.
- One CHP+ MCO that does not have a commercial line of business operates services for their early intervention children in a manner that is consistent with the EI program.
 - From January to June 2015, Colorado Access provided services consistent with the Early Intervention Program for over 35 children.

Passive Enrollment Letters – Workgroup Making Strides

- The Medicaid Management Information Systems (MMIS) is currently unable to generate passive enrollment letters for CHP+ members. A fix to the system was initially scheduled to be implemented in June 2015. Due to other priorities, however, this fix was not realized.
- To overcome this issue, the Department formed workgroup to develop and implement a manual process to send passive enrollment letters to new members.
- With the assistance of HealthColorado, the State's enrollment broker, the first passive enrollment letters will be sent beginning November 1, for an MCO start date of December 1, 2015. In addition, the SMCN continues to include reminders about MCO enrollment in the new member packets.

CHP+ Oral Health Care Services

CHP+ dental benefit services are administered and managed by Colorado Dental Service, Inc., doing business as Delta Dental Plan of Colorado. Starting July 1, 2014, CHP+ expanded its dental benefit coverage by adding periodontics, prosthodontics and limited orthodontics services. Additionally, CHP+ increased the annual member allowance from \$600 per year to \$1,000 per year. The increase to \$1,000 aligns CHP+

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.

www.colorado.gov/hcpf



with adult Medicaid, provides additional financial allowance to cover the more expensive services and increases the financial incentive for CHP+ dental providers. With this expansion of services, CHP+ meets the federal CHIPRA dental mandate for state CHIP programs. CHP+ members pay a small copayment (up to \$10 per office visit) depending on family income.

Delta Dental provides CHP+ clients with a statewide network of over 2,400 dentists and 62 registered dental hygienists. Additionally, the Delta Dental provider network includes all Colorado essential community providers who provide oral health care services. Because of the robust Delta Dental provider network, CHP+ members are able to receive services throughout the entire state.

CHP+ MCOs participating in the Statewide Oral Health Care Initiative: Spotlight Colorado Access

In SFY2015, an interactive voice recognition (IVR) call was made to all member households. The call reminded members of the importance of oral health and the existence of their recently expanded dental benefit.

Colorado Access (COA) also continued the well-child reminder call campaign where COA representatives called members who have not been in for a well-visit in the past year and remind them to utilize their preventive health benefits. This call also included a reminder that members had dental benefits and offered to help them find a family dentist that accepted Delta Dental insurance.

In calendar year (CY) 2015, Colorado Access began a project wherein the Colorado Community Health Network (CCHN) oversees improvements in well-child rates at a number of Federally Qualified Health Centers (FQHCs). The first year of this project has served as a ramp-up year in which sites merely have to show some improvement in their rates. In CY2016, Colorado Access will assign goals to the FQHCs that include an increase in the provision of fluoride varnish to eligible members.

In addition to these efforts, Colorado Access will continue promoting the dental benefit to all new and existing members through flyers in their welcome packets, and through CHP+ television commercial. Colorado Access will continue to make attempts to collect data from Delta Dental on the utilization rates on shared members.

Strategies and Planned Interventions

- Continue IVR reminder calls to all members regarding dental benefits
- Continue promotion of dental benefits to members through marketing materials
- Work with FQHC's to increase rate of fluoride varnish to members
- Monitor and track utilization rates

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.

www.colorado.gov/hcpf



Goals for SFY16

- Increased utilization of the dental benefit as preventive care by members
- Increased provision of fluoride varnish

State Managed Care Network Update

The Department contracts directly with health care providers to provide health care services to CHP+ children during their pre-MCO enrollment period. This network of providers is collectively known as the State Managed Care Network (SMCN) and is comprised of over 12,000 providers statewide including:

- 3,026 primary care providers
- 6,928 specialists
- 884 OB/GYN providers
- 230 nurse midwives
- 86 hospitals
- 1,352 behavioral health practitioners
- 47 community mental health centers

In addition to providing care to CHP+ children in their pre-MCO period, the SMCN is the exclusive CHP+ provider network serving the CHP+ prenatal care member population.

Network Adequacy

Listed below is the data for SMCN from the fourth quarter of SFY 2015 Network Adequacy Report summary. The report shows the numbers of physicians (primary care and specialist breakouts) available in each county, as well as the ratio of physicians to members living in those respective counties.

Behavioral Health

- The provider-to-member ratio is 1:2.
- Approximately 99.4% of members live within 30 miles/30 minutes of a contracted behavioral health provider. For those members, the average distance to a contracted provider is 2.6 miles.

Physical Health

- The overall Primary Care Provider (PCP) to member ratio for members residing in counties with provider participation is 1:1.
- 99.8% of members live within 30 miles/30 minutes of a contracted PCP statewide and/or a contracted specialty care provider. For these members, the average distance to a contracted PCP provider is 1.8 miles and 2.0 miles from a specialty care provider.
- There are some counties that are currently reporting to have no OB/GYN providers located in their county. In most cases, these counties would be

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
www.colorado.gov/hcpf



classified as rural. Contracting efforts will continue to be focused on recruiting OB/GYN providers in nearby counties.

Our mission is to improve health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
www.colorado.gov/hcpf

